

Cafeteria Licensing Agreement Frequently Asked Questions (FAQs)

1. What documents should be attached to the solicitation?

The documents required are listed on Enclosure 2 of the solicitation.

2. What is the due date to send the proposal?

The submission deadline is April 19, 2013 by 16h00.

3. When does the new licensing agreement start?

It starts on August 18, 2013.

4. Can the licensing agreement be renewed automatically? How long?

If the annual evaluation report is satisfactory and the Licensee complies with all requirements of the licensing agreement, the Licenser can choose to renew the agreement for one (1) year. We can exercise options to renew an agreement for the total of four (4) years.

5. Could you confirm the schedule of the cafeteria services?

Service is required from Monday through Friday, and from 08h00 to 15h00.

6. How many people use the cafeteria services?

This cafeteria is to be operated for the benefit of approximately one hundred ten (110) employees. The Licensee is responsible to promote and make publicity of services provided. At location B, there is the option to provide limited food services to the visa applicants and guards, which is a total of over 300 people per day. This option is subject to the approval of the Licensing Officer.

7. What kind of equipment is provided to operate the cafeteria?

Please refer to Exhibit B.

8. How long does the approval of the agreement take?

A Cafeteria Agreement Committee is appointed before proposal due date. Once offers are received, the Cafeteria Agreement Committee reviews the offers and submits a consensus summary report to the Licensing Officer. The Licensing Officer decides to award the licensing agreement based on initial offers. This process takes about 5 weeks.

9. How long do the security and health checks take?

Once award has been decided, offeror is contacted to provide health exams and names and biographic data on all personnel who will be used under the agreement. This process takes about 6 weeks.

10. What is the procedure to change personnel?

To change personnel you need to send the name and cedula information in order for the Consulate's Security Office to perform the name check. This person cannot work until approval has been given in writing by the Licensing Officer.

11. Should all documents and the information required by the U.S. Consulate be in English? Can we deliver them in Spanish?

Offers submitted in response to this solicitation shall be in the English language. Offers received in other than English shall be rejected. Support documents can be presented in Spanish.

12. If I submit my offer after the deadline, would it be considered?

No. Any offers will be considered only if they are received before the date and time established in the solicitation.

13. Can we send any additional questions?

Yes, all questions should be submitted via email to GSO_guayaquil@state.gov until April 12. All answers will be posted on the internet so all offerors have access to the answers.

14. Would you be accepting the response to your proposal via e-mail?

Yes, we can receive the response via e-mail, but they have to comply with instructions required in the solicitation.

15. What kind of food should we offer?

The offeror should be creative and provide a varied menu complying U.S. food service standards. Please refer to Exhibit A, Section IV, item C.1 for examples.

16. What price should we offer?

Typically, Ecuadorian 'almuerzo' is priced at the same level on the street. Other items such as sandwiches, salads, and snacks have varying prices from \$1 and up. Please select appropriate prices, but there is no minimum or maximum price.